

ABSTRACT

An establishment customer service system includes a central processor disposed in the establishment and one or more service terminals in communication with the central processor, the terminals being disposed in the establishment proximate one or more customer locations of the establishment. Each terminal is configured to display a menu presenting to the customer goods and/or services vendible by the establishment and includes a menu item selector such that actuation of the selector by the customer causes an order signal to be transmitted to the central processor which returns an order confirmation signal. The order signal includes information indicative goods and/or services desired by a customer. The service terminals also include an automated payment device disposed in or adjacent each service terminal, the payment device configured for receiving payment for goods and/or services ordered by the customer and confirmed by the central processor; wherein the ordered goods and/or services are provided to the customer once payment is made.